

(a) receiving an IPNT call at the managing processor;

(b) determining the person assigned to the IPNT-capable workstation is an intended recipient for the call;

(c) requesting routing by the managing processor from the specific set of current routing rules for the workstation, accessible and editable by the person assigned to the computer workstation; and

(d) routing the call to the IPNT-capable workstation associated with the intended recipient according to the current routing rules specific to the intended recipient, without converting the protocol of the IPNT call. *Support?*

3. (Original) The method of claim 2 wherein the editable routing rules specific to the person are maintained at the computer workstation.

4. (Original) The method of claim 2 wherein the editable routing rules for the intended recipient are maintained on a central client-server router executed on a processor.

5. (Currently Amended) The method of claim 4 wherein the processor is the managing processor for the ~~call center~~ customer premises.

6. (Original) The method of claim 4 wherein the processor executing the client-server router is a processor separate from the managing processor.

7. (Original) The method of claim 2 comprising a step executed by the person for editing the routing rules via an interactive Graphical User Interface (GUI) executing on the intended recipient's computer workstation.

G3
cont

8. (Original) The method of claim 4 wherein there are multiple workstations coupled to the managing processor, and the client-server router has router-rule portions dedicated to individual ones of agents at individual ones of the computer workstations, and wherein an individual agent, through a user interface executing on a computer workstation to which the agent is assigned, may access the portion dedicated to that agent, and edit the routing rules therein.

9. (Original) The method of claim 8 wherein the user interface comprises a graphical user interface (GUI) having icons indicating telephone calls received and for choices of disposition of telephone calls received, and including steps for an agent to precipitate actions in call routing by iconic drag-and-drop procedures.

G3
cont

10. (Currently Amended) In a customer premises Internet Protocol Network Telephony call center having a managing processor coupled to a plurality of IPNT-capable agent workstations, including sets of routing rules specific to individual agents assigned to the workstations, the managing processor for routing received calls to individual ones of the connected agents at the computer workstations, a method for individual customization of routing rules for the received calls, comprising steps of:

(a) executing a client user interface on one of the computer workstations by an agent at the station;

G3
cont

(b) determining routing for the received calls addressed to the computer workstation at the computer workstation by the agent at the workstation using the client user interface to access and edit personal routing rules;

(c) transmitting the routing determination to a router executing on the managing processor; and

(d) routing the received telephone calls by the router according to the transmitted routing determination, without converting the protocol of the received calls.

12. (Original) The method of claim 10 wherein the processor upon which the router executes is a processor separate from the managing processor.

G4

13. (Currently Amended) A call router system for determining routing of incoming Internet Protocol Network Telephony calls in a customer premises call center including a managing processor connected to individual IPNT-capable computer workstations, the managing processor having sets of routing rules specific to individual agents associated with the workstations, the router system comprising:

a client user interface executable on one of the computer workstations, and adapted to provide functions for editing routing rules for individual agents; and

a router listing current routing rules specific to the agent at the workstation;

wherein the client user interface is adapted to transmit agent-edited routing rules to the router, and the router is adapted to provide routing to incoming calls

G 4
cont
LAB
addressed to the agent according to the current routing rules, without converting
the protocol of the incoming call.

14. (Original) The call router system of claim 13 wherein the router executes on a processor.

15. (Original) The call router system of claim 14 wherein the processor upon which the router executes is the managing processor.

16. (Original) The call router system of claim 14 wherein the processor upon which the router executes is a processor separate from the managing processor.

17. (Original) The call router system of claim 14 wherein routing rules are maintained at the individual agent's computer workstation and the router requests routing from the individual agent's computer workstation. 112 2nd

18. (Original) The call router system of claim 14 wherein routing rules for connected agent's computer workstations are maintained separately on the processor that executes the router, and wherein routing is accessed from the routing rules according to destination information for received calls.